WHAT IS CLAIMED IS:

1. A program product comprising a trouble management program recorded on a computer readable medium, said trouble management program controlling a server computer, connected to maker-sided devices of makers providing software or hardware components configuring a computer system and connectable to terminal devices of users utilizing said components, to execute:

a first storing step of storing case data containing a description of a trouble and a troubleshooting procedure;

a step of accepting, when said server computer receives from said terminal device a notification that the trouble occurs, trouble data containing a description of the trouble from said terminal device;

a step of searching for the case data in which the description of this trouble is coincident with the description of trouble in the trouble data;

a first transmitting step of transmitting, if the case data is specified in said searching step, the troubleshooting procedure in the specified case data to said terminal device;

a second transmitting step of transmitting, if the case data is not specified in said searching step, new notification data containing the description of the trouble and indicating that the trouble occurred afresh to said maker-sided device;

a step of obtaining answer data containing a troubleshooting procedure corresponding to the new notification data from said maker-sided device;

a second storing step of storing the troubleshooting procedure contained in the answer data obtained in said obtaining step and the description about the corresponding trouble as new case data; and

5 a third transmitting step of transmitting the troubleshooting procedure in the case data stored in said second storing step to said terminal device.

2. The program product according to claim 1, wherein the trouble data contains using component information indicating

10 a component used by the user when the trouble occurs;

the case data contains related component information indicating a component related to the trouble;

said trouble management program controls said server computer to further execute a third storing step of storing

15 maker data uniquely related to the maker and containing provided-component information indicating the component provided by the maker;

said second transmitting step transmits the new notification data containing using component information in the

20 trouble data to only said maker-sided device of the maker related to the maker data containing the provided-component information corresponding to the component indicated by the using component information in the trouble data;

said obtaining step obtains the answer data from said

25 maker-sided device to which the new notification data has been transmitted in said second transmitting step;

said second storing step stores the new case data

including the related component information which indicates only the component related to the trouble, the relation to the trouble being analyzed based on the answer data obtained in said obtaining step;

5   3. The program product according to claim 2, wherein said trouble management program controlling said server computer to further execute:

a step of specifying the maker data which contains the provided-component information corresponding to the related

10   component information in the new case data;

a step of acquiring consideration data showing a consideration for the new notification data from said maker-sided device of the maker related to the maker data specified in said specifying step; and

15   a step of calculating an information providing fee paid to the user on the basis of the consideration data acquired in said acquiring step.

4. The program product according to claim 2, wherein said trouble management program controlling said server computer to

20   further execute:

a step of extracting the case data containing the related component information corresponding to the provided-component information in the maker data with respect to each maker; and

a step of generating maker-oriented data for each maker

25   on the basis of the extracted case data.

5. A trouble information management method actualized by a server computer connected to maker-sided devices of makers

providing software or hardware components configuring a
computer system and connectable to terminal devices of users
utilizing said components, comprising:

      a first storing step of storing case data containing a

5   description of a trouble and a troubleshooting procedure;

      a step of accepting, when said server computer receives
from said terminal device a notification that the trouble occurs,
trouble data containing a description of the trouble from said
terminal device;

10   a step of searching for the case data in which the
description of this trouble is coincident with the description
of trouble in the trouble data;

      a first transmitting step of transmitting, if the case
data is specified in said searching step, the troubleshooting

15   procedure in the specified case data to said terminal device;

      a second transmitting step of transmitting, if the case
data is not specified in said searching step, new notification
data containing the description of the trouble and indicating
that the trouble occurred afresh to said maker-sided device;

20   a step of obtaining answer data containing a
troubleshooting procedure corresponding to the new
notification data from said maker-sided device;

      a second storing step of storing the troubleshooting
procedure contained in the answer data obtained in said

25   obtaining step and the description about the corresponding
trouble as new case data; and

      a third transmitting step of transmitting the

troubleshooting procedure in the case data stored in said second

storing step to said terminal device.

6. The method according to claim 5, wherein the trouble

data contains using component information indicating a

5   component used by the user when the trouble occurs;

the case data contains related component information

indicating a component related to the trouble;

further comprising a third storing step of storing maker

data uniquely related to the maker and containing provided-

10   component information indicating the component provided by the

maker;

said second transmitting step transmits the new

notification data containing using component information in the

trouble data to only said maker-sided device of the maker

15   related to the maker data containing the provided-component

information corresponding to the component indicated by the

using component information in the trouble data;

said obtaining step obtains the answer data from said

maker-sided device to which the new notification data has been

20   transmitted in said second transmitting step;

said second storing step stores the new case data

including the related component information which indicates

only the component related to the trouble, the relation to the

trouble being analyzed based on the answer data obtained in said

25   obtaining step;

7. The method according to claim 6, further comprising:

a step of specifying the maker data which contains the

provided-component information corresponding to the related component information in the new case data;

a step of acquiring consideration data showing a consideration for the new notification data from said

5 maker-sided device of the maker related to the maker data specified in said specifying step; and

a step of calculating an information providing fee paid to the user on the basis of the consideration data acquired in said acquiring step.

10 8. The method according to claim 6, further comprising:

a step of extracting the case data containing the related component information corresponding to the provided-component information in the maker data with respect to each maker; and

a step of generating maker-oriented data for each maker

15 on the basis of the extracted case data.

9. A trouble information management system, comprising:

a server computer connected to maker-sided devices of makers providing software or hardware components configuring a computer system and connectable to terminal devices of users

20 utilizing said components; and

a computer readable medium containing a trouble information management program which controls said server computer to execute:

a first storing step of storing case data

25 containing a description of a trouble and a troubleshooting procedure,

a step of accepting, when said server computer

receives from said terminal device a notification that the trouble occurs, trouble data containing a description of the trouble from said terminal device,

5   a step of searching for the case data in which the description of this trouble is coincident with the description of trouble in the trouble data,

a first transmitting step of transmitting, if the case data is specified in said searching step, the troubleshooting procedure in the specified case data to said

10   terminal device,

a second transmitting step of transmitting, if the case data is not specified in said searching step, new notification data containing the description of the trouble and indicating that the trouble occurred afresh to said maker-sided

15   device,

a step of obtaining answer data containing a troubleshooting procedure corresponding to the new notification data from said maker-sided device,

a second storing step of storing the

20   troubleshooting procedure contained in the answer data obtained in said obtaining step and the description about the corresponding trouble as new case data, and

a third transmitting step of transmitting the troubleshooting procedure in the case data stored in said second

25   storing step to said terminal device.

10. The system according to claim 9, wherein the trouble data contains using component information indicating a

component used by the user when the trouble occurs;

the case data contains related component information indicating a component related to the trouble;

said trouble management program controls said server
5   computer to further execute a third storing step of storing maker data uniquely related to the maker and containing provided-component information indicating the component provided by the maker;

said second transmitting step transmits the new
10   notification data containing using component information in the trouble data to only said maker-sided device of the maker related to the maker data containing the provided-component information corresponding to the component indicated by the using component information in the trouble data;

15   said obtaining step obtains the answer data from said maker-sided device to which the new notification data has been transmitted in said second transmitting step;

said second storing step stores the new case data including the related component information which indicates
20   only the component related to the trouble, the relation to the trouble being analyzed based on the answer data obtained in said obtaining step;

11. The system according to claim 10, wherein said trouble management program controlling said server computer to further
25   execute:

a step of specifying the maker data which contains the provided-component information corresponding to the related

component information in the new case data;

a step of acquiring consideration data showing a consideration for the new notification data from said maker-sided device of the maker related to the maker data

5   specified in said specifying step; and

a step of calculating an information providing fee paid to the user on the basis of the consideration data acquired in said acquiring step.

12. The system according to claim 10, wherein said trouble

10   management program controlling said server computer to further execute:

a step of extracting the case data containing the related component information corresponding to the provided-component information in the maker data with respect to each maker; and

15   a step of generating maker-oriented data for each maker on the basis of the extracted case data.